

# Department Training Profile

Please complete the Training Profile using estimated figures, and return by August 1, 2001 to:

Department of Personnel Administration  
Training and Continuous Improvement Division  
1515 S Street, North Building, Suite 108  
Sacramento, CA 95814

DEPARTMENT

## WORKFORCE

1. How many employees are in your department's workforce? (include all employees regardless of time base)	Employees
2. Estimate how many dollars your department plans to spend on training employees for FY 00/01? For training tuition and external consultants (exclude travel, and in-house personnel costs).	
3. What are the average hours of formal (classroom or structured) training received by each employee annually?	Hours
4. Estimate how much of the workforce completes an annual training plan?	Percent
5. Estimate how much of training taken by the workforce is mandated by state law, regulation or department policy? (Examples: Driver Training, Sexual Harassment Prevention, safety courses, ethics supervisory training, special requirement such as for auditors, etc.)	Percent

## TRAINING ORGANIZATION

6. Name of Dept. Training Officer		
7. What is organizational relationship to head of department? (attach an organization chart if appropriate)		
8. Number of dedicated full time training positions		
9. Number of training coordinators (as part of other duties):	a. HQ	
	b. Regional/Area	
	c. Program/Unit	
10. Number of performance consultants:		
11. What percent of formal training is :	a. Training by internal instructors	Percent
	b. State Training Center	Percent
	c. Other outsourced training (on & off-site)	Percent

## TRAINING POLICY

12. Do you have formal training policies and guidelines?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13. If so, how are they made accessible?	<input type="checkbox"/> Intranet	<input type="checkbox"/> Hard copy
14. Are evaluations performed for all internal classes?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
15. Is there follow-up for course improvement?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
16. Are evaluations performed for external classes?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
17. Is there follow-up for referring other employees?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## TRAINING FACILITIES

18. Where do you have training facilities?	<input type="checkbox"/> Sacramento	<input type="checkbox"/> Redding	<input type="checkbox"/> Fresno	<input type="checkbox"/> San Francisco	<input type="checkbox"/> San Diego
	<input type="checkbox"/> Los Angeles	<input type="checkbox"/> Oakland	<input type="checkbox"/> Other:		
19. Can other state agencies use your facilities?			<input type="checkbox"/> Yes	<input type="checkbox"/> Some	<input type="checkbox"/> No
20. Size and location of largest training facility:					
21. # of department training classrooms:				or	<input type="checkbox"/> none
22. # computer training labs:				or	<input type="checkbox"/> none
23. # outdoor training facilities:				or	<input type="checkbox"/> none
24. Other special training facilities:					

## NEEDS ASSESSMENT

25. A formal organizational needs assessment is performed?:		<input type="checkbox"/> Annually	<input type="checkbox"/> Bi-annually	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
26. If so, is it performed department wide?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
27. Is the needs assessment tied to:		<input type="checkbox"/> overall business plan <input type="checkbox"/> department strategic plan			
28. Does the needs assessment (Check all that apply):					
a) <input type="checkbox"/> Determine which classes are to be given internally					
b) <input type="checkbox"/> Include topics for new courses					
c) <input type="checkbox"/> Identify performance consulting intervention needs					
d) <input type="checkbox"/> List external courses					
e) <input type="checkbox"/> Used for other purposes					
29. Who completes the needs assessment?		<input type="checkbox"/> Training professionals		<input type="checkbox"/> Unit supervisors or managers	
30. How satisfied are you with your needs assessment process?					
<input type="checkbox"/> Very satisfied (and we'd be happy to share our success with others)		<input type="checkbox"/> It works, but could be improved		<input type="checkbox"/> It doesn't work very well	

## TRAINING PROGRAM Mark an X for all the types of formal training programs provided

Training	External Training	Internal Training	Would you share lesson plans?	
31. Supervisory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
32. Mid level management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
33. Executive Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
34. Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
35. Training for Trainers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
36. Certification programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
37. Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
38. Ethics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
39. Succession Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
40. Employee Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
41. Sexual Harassment Prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
42. Apprenticeship Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
43. Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## TRAINING PROGRAM Continued

Training	External Training	Internal Training	Would you share lesson plans?	
44. Analytical Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
45. Time Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
46. Stress Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
47. Workplace Violence Prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
48. Computer Word Processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
49. Computer Spreadsheets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
50. Computer Database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
51. Computer Presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
52. Web Design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
53. Wide Area Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
54. What other technical or agency specific training do you offer?				
55. Can outside agency staff attend your courses?				
<input type="checkbox"/> Yes (w/ fee) <input type="checkbox"/> Yes (no fees) <input type="checkbox"/> No <input type="checkbox"/> No one has asked				
56. What types of training methods are currently used in internal training classes? Check all that apply				
a. <input type="checkbox"/> Case Studies b. <input type="checkbox"/> Simulations c. <input type="checkbox"/> Practice Exercise d. <input type="checkbox"/> Open Discussion e. <input type="checkbox"/> Collaborative Activities f. <input type="checkbox"/> Games g. <input type="checkbox"/> Mini Lectures h. <input type="checkbox"/> Demonstrations i. <input type="checkbox"/> Diagnostic Instruments j. <input type="checkbox"/> Distance Learning k. <input type="checkbox"/> Roll Call l. <input type="checkbox"/> Field workshops m. <input type="checkbox"/> Computer Based (CBT) n. <input type="checkbox"/> Conference training o. <input type="checkbox"/> Partnerships p. <input type="checkbox"/> Web based				

## TRACKING TRAINING

57. What type of tracking system is used for training of employees, registration, budget, classes, etc?	
<input type="checkbox"/> No tracking <input type="checkbox"/> Manual tracking	<input type="checkbox"/> Decentralized tracking using computer software <input type="checkbox"/> Centralized tracking using computer software
58. Are you satisfied with tracking system?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
59. If you would recommend it, what type of computer software is being used?	

## CHECK THE TRAINING RELATED FUNCTIONS IN YOUR ORGANIZATION

60. <input type="checkbox"/> Performance Consulting	61. <input type="checkbox"/> Tracking of training	62. <input type="checkbox"/> Organizational Development
63. <input type="checkbox"/> Training Coordination	64. <input type="checkbox"/> Evaluations	65. <input type="checkbox"/> Instruction
66. <input type="checkbox"/> Curriculum Development	67. <input type="checkbox"/> Needs assessment	68. <input type="checkbox"/> Distance Learning programs
1. <input type="checkbox"/> Other		

## WE ARE PROUD

70. Does your agency have special strategies, approaches, classes or programs that you are particularly proud of, or think would be of interest or help to other Departments? If so, please comment

## FUTURE PLANS

### DISTANCE LEARNING

71. At what stage is the department in moving towards use of distance learning?

☐ None

☐ Initial

☐ In process

☐ Priority

### TRAINING PROGRAMS

72. What major changes does the department have planned for workforce training?

a. ☐ Increased use of external distance learning

b. ☐ Increased use of internal distance learning

c. ☐ Use off the shelf computer based training

d. ☐ Develop computer based training

e. ☐ Improved training infrastructure

f. ☐ Increased use of external training programs

g. ☐ Improved and increased internal training programs

h. ☐ Performance consulting

i. ☐ Organizational development

### DEPARTMENT TRAINING OFFICER

73. Are you actively using the listserv email for Department Training Officers? ☐ Yes ☐ No

74. What suggestions do you have for Department Training Officer quarterly meetings?

Name of person completing profile

Position:

Phone ( )

Email:

If you have any questions, please contact Departmental Training Officer Advisory Board Members, Ree McLaughlan at [ree\\_mclaughlan@fire.ca.gov](mailto:ree_mclaughlan@fire.ca.gov) (209) 274-5507 or George Steinert at [GeorgeSteinert@dpa.ca.gov](mailto:GeorgeSteinert@dpa.ca.gov) (916) 324-4063.

An electronic version of this form is available for download at <http://www.dpa.ca.gov/tcid/tcidmain.shtm>

# Glossary of Terms

**Apprenticeship Training** is a skill-based education program which coordinates and integrates classroom instruction with a structured, work-based learning experience. The individual receives academic instruction and training in a skilled occupation.

**Case Studies** are an interactive learning method using real scenarios that focus on a specific issue, topic or problem. It is used primarily to strengthen knowledge and problem-solving and decision-making skills.

**Collaborative Activities** are designed to work jointly with others or together on an activity.

**Computer Based Training (CBT)** programs are software programs designed to help users become more proficient in a particular technology or function. These are especially useful for those unable to attend classroom training, those who wish to augment their classroom training, as well as those who enjoy learning at their own pace.

**Diagnostic Instruments** provide objective feedback on performance and development needs. These tools identify the gaps between high and low performance.

**Distance Learning** is instruction in other than the traditional face-to-face or instructor-led format, often at a time or place of the individual learner's choosing. It can be in the form of self-study materials, computer-assisted learning modules, Internet materials or a combination of these or other media.

**Needs Assessment** is a problem identification process that looks at the difference between "what is" and "what should be" for a particular situation.

**Performance Consultants** work with clients to solve performance problems and realize performance improvement opportunities while improving alignment with organizational strategic goals. Includes skills and knowledge interventions such as training or job aids; environmental interventions such as new policies or workplace tools; incentive systems, and getting the right people in the right jobs

**Roll Call** is an exercise that is short, quick and to the point. Participants are inventoried, assignments distributed, and provided information on what to look for.

**Simulations** Any representation or imitation of reality. An instructional strategy used to teach problem solving, procedures, or operations by immersing learners in situations resembling reality. The learners actions can be analyzed, feedback about specific errors provided, and performance can be scored. They provide safe environments for users to practice real-world skills. They can be especially important in situations where real errors would be too dangerous or too expensive.